

Contact Center Forecasting: Effective Tactics and Tools



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

Reye Kenney
Telecommunications Director,
Hagerty Insurance

COURSE PRICE

Virtual Classroom Course

\$299

Live, virtual two hour course.

On-Demand Download

\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors
- Analysts responsible for workforce management

Step up your forecasting know-how. ICMI teaches the industry's most effective approaches to help those responsible for forecasting achieve service level objectives.

Put a solid forecasting plan into place that will help you more accurately map out staffing designs and create schedule plans that truly improve call center performance. While our Improving Accuracy and Fundamentals of Success courses have helped you master the theoretical side of forecasting, it's time to learn the best approaches for predicting and gain a better understanding of the tools available. Through ICMI's *Contact Center Forecasting: Effective Tactics and Tools* virtual classroom course, you'll gain the implementation strategies necessary for effective forecasting.

In this course, you'll examine the three main statistical forecasting approaches along with the benefits and drawbacks of each. Learn the differences between historical forecasting, driver-based forecasting and event-driven forecasting and discover what combination might work best for your organization. We'll reveal the best forecasting tools you can use to help you become more efficient—including underutilized options like Decision Time and Forecast Pro. And finally, you'll uncover the best-kept secrets to forecasting that will keep your forecasts accurate and dependable.

Plus, ICMI's *Contact Center Forecasting: Effective Tactics and Tools* course includes a Q & A forum where you can ask the ICMI experts your burning questions and learn from others facing similar challenges within their call centers.

This course covers:

- Forecasting approaches: historical, driver based and event driven
- Forecasting tools: the most commonly used and the underutilized
- Q & A Forum

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COURSE OUTLINE

Module 1: Forecasting approaches

- ▶ How to use historical forecasting well
- ▶ When driver-based forecasting is appropriate and how to use it
- ▶ The advantages and disadvantages of event-driven forecasting

Module 2: Forecasting tools

Module 3: Software that can increase your forecast accuracy

ABOUT ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.